

## **A Star Attendance Solutions**

### **JOB DESCRIPTION – OFFICE MANAGER**

#### **Purpose of the post**

The Office Manager role will work closely with the Director to manage and evolve the operational and administration functions of the company. The role will range widely in duties and responsibilities with the initial focus being to set up, implement and manage various internal administrative operations, onboarding and training schools with the A Star system and provide support to the Director to ensure the smooth running of the business.

#### **Main duties and responsibilities**

- Oversee and be responsible for all administrative duties to ensure a smooth and effective operation
- Respond efficiently and professionally to all customer queries (schools), support requests and website sales enquires
- Manage the onboarding requirements of new customers including delivering the remote training program and updating supporting guidance documentation
- Resolve and troubleshoot first line queries
- Work collaboratively to develop and maintain 3<sup>rd</sup> party key partners including raising service support requests
- Ensure all data is accurate and GDPR compliant and manage the appropriate document storage and retrieval
- Produce accurate statistical data and reports, often to tight timescales, for senior managers
- Create and/or update company policies, processes and procedures in conjunction with the Director and to keep staff informed of any policy changes
- Assist with producing papers and presentations
- Manage website updates, social media and databases including marketing strategies and campaigns
- Organise events and support the Director with meetings including introductions, new business development and school visits
- Manage and maintain financial invoicing and payments
- Manage the company's health and safety responsibilities

#### **General requirements**

- Develop opportunities for process and office management improvements, design and implement new systems
- Be well-informed of legislation and DFE guidance in respect of school attendance
- Be fully conversant with the A Star system and respond to customer needs
- Develop and deliver initiatives that support strategic planning Ensure a safe and compliant environment for both the location and sensitive data/information
- Attend exhibitions and events locally and nationally
- Support and deputise for the Director

#### **Flexibility**

This job description is not exhaustive and may change as the post or the needs of the service develop. Such changes will be subject to consultation between the post holder and their manager.

**Person Specification**

	Essential / Desirable
<b>Essential Requirement</b>	
Enhanced DBS	E
<b>Skills, Knowledge &amp; Experience</b>	
Proven experience in a senior administration/management/operational role	E
Excellent oral and written communication skills	E
Proficient digital competence in using core digital tools including knowledge of website content management, social media, Microsoft 365 applications	E
Exceptional organisation skills and ability to prioritise	E
Capable of working under pressure, using initiative and delivering to timescales	E
Ability to deliver training and onboarding experience to external customers	E
Strong problem-solving skills and analytical abilities	E
Exceptional attention to detail	E
Excellent inter-personal skills experience with the ability to develop and sustain relationships with internal and external stakeholders	E
Aptitude for learning and willingness to develop & expand role where required	E
Commitment to equal opportunities in service delivery and employment	E
Experience of working in an education setting	D
Knowledge of school attendance processes	D
<b>Qualifications and Training</b>	
A' Level or equivalent	E